

## **2-1-1 VIRGINIA/STATEWIDE INFORMATION & REFERRAL CUSTOMER COMPLAINT POLICY**

A complaint is an expression of dissatisfaction with 2-1-1 VIRGINIA/Statewide I&R System's policies, procedures, staff, or quality of service. A complaint may relate to a specific incident or issue, or matters of a more philosophical or general nature regarding processes and/or procedures.

### **COMPLAINTS**

The following provides an outline of how complaints are to be handled:

**Logging a Complaint** - Complaints may be logged with **2-1-1 VIRGINIA/Statewide** Information and Referral System in the following ways:

- By telephone
- Electronic mail
- In person
- In writing to the Sole Source Contractor, the Council of Community Services, any Regional Center, or the Virginia Department of Social Services.
- Complaints made to any office other than the Sole Source Contractor should be forwarded within two working days to the Sole Source Contractor for resolution.

**Screening and Logging** - A log will be kept that will record the date the problem occurred, a description of the problem, and any other pertinent information.

**Acknowledgement** - The sole source contractor will provide written acknowledgement of complaints received by telephone, electronic mail or in writing. Acknowledgements will be addressed to the person making the complaint with a copy to any regional center(s) involved and will be mailed *within five working days of receipt of the complaint by the sole source contractor*.

**Report Letter** - This report from the sole source contractor will provide full details of the investigation of the complaint. The letter will provide a satisfactory outcome, but if there are further concerns, the matter will be referred back to the originator. *This letter will normally be sent within four weeks of receipt of the original complaint.*

**Further Acknowledgement** - If the "Report Letter" is unsatisfactory to either the party issuing the complaint, the regional center(s) implicated in the complaint, or if new information is shared within eight weeks of receiving the first communication of complaint, the sole source contractor will send a letter of "Further Acknowledgement" to all parties involved stating that the investigation is ongoing.

## Customer Complaint Policy

### Page 2

**Final Response** - This letter will summarize the outcome of all investigations. The letter will be clearly marked as the final response. *The letter will be mailed by the sole source contractor within four weeks of the receipt of further information to the sole source contractor, and within eight weeks of receipt of the first communication on the complaint.*

### Timing and Record Keeping

- Complaints will be acknowledged within **five working days** of receipt.
- The result of the investigation will be communicated along with any appropriate suggestions for improvements within **four weeks** of receipt of the complaint.
- An overall time limit **of eight weeks** from receipt of the complaint to the issue of a final response is required.

### ANONYMOUS COMPLAINTS

Anonymous complaints will be accepted and resolved, but written responses will not be required.

Confidentiality will be maintained when requested by the complainant, except where there is a statutory requirement for identification of the complainant.